

CLASSIFICATION TITLE- SUB-TITLE

Initial Assessment Supervisor

POSITION SUMMARY

Under the general supervision of the Initial Assessment Program Manager of the Initial Assessment Bureau, this position will manage and direct staff responsible for child welfare services for children and families in Milwaukee County. This position will implement management policies, assign and review work of staff, evaluate staff performance and recommend corrective action when required. The position is responsible for coordinating child welfare services with local agencies and courts; assuring compliance with state and federal laws, administrative rules and policies; monitoring program effectiveness and implementing improvements/revisions as necessary; planning and monitoring consultation services, resolving complaints; and maintaining and reporting of program data.

(Rated PD

Only)

| <u>TR1</u> | <u>TR2</u> | <u>TIME %</u> | <u>GOALS AND WORKER ACTIVITIES</u> |
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| | | 50% | <p>A. Supervision, direction and monitoring of Access and Initial Assessment staff</p> <p>A1. Assign and monitor the documentation, case work and practice of assigned staff; oversee the development of safety and protective plans.</p> <p>A2. Direct staff activities to ensure compliance with work assignments, division and regional goals and objectives, administrative rules and bureau expectations</p> <p>A3. Manage and coordinate staff to meet workload demands in order to meet statutory requirements and ensure that services are provided on a prompt basis.</p> <p>A4. Provide case consultation to staff in the development and implementation of appropriate safety and protective plans and referrals to community services for each case.</p> <p>A5. Assure coverage of caseloads in the absence of an employee.</p> <p>A6. Review case records for appropriate case plans and documentation of provided services.</p> <p>A7. Conduct regularly scheduled meetings with staff to review/make decisions/share information about policy and procedures and brainstorm on difficult case decisions</p> <p>A8. Evaluate quality and quantity of services provided by staff. Ensure inclusion of needed improvements in performance evaluations through observation, case consultation and case reviews.</p> <p>A9. Review staff work performance and evaluate staff through Performance, Planning, and Development (PPD) process. This includes implementing and monitoring work directives.</p> <p>A10. Answer pre-file work grievances in accordance with applicable and personnel rules.</p> <p>A11. Assist Initial Assessment Managers effectively investigate work rule violations.</p> <p>A12. Assist Initial Assessment Managers with scheduling and conducting staff discipline meetings and/or pre-disciplinary hearings according to personnel rules.</p> <p>A13. Conduct interviews, evaluate and select candidates and make appointment recommendations to fill vacant positions.</p> <p>A14. Review and make recommendations regarding employee requested training, travel vouchers, vacations, etc.</p> <p>A15. Monitor Initial Assessment Specialist overtime and daily work hours.</p> <p>A16. Use computer systems to communicate with staff and review casework.</p> |

30%

B. Planning, development and implementation of child welfare services management policies. Provide direction in the implementation of the policies to staff responsible for providing child welfare services for children and families in Milwaukee county.

- B1. Plan, develop and implement management child welfare policies and activities relative to assessment, case management, ongoing services, Termination of Parental Rights (TPR) and adoption.
- B2. Participate in the development of a policy manual for the Initial Assessment Bureau to assure consistency across work units.
- B3. Coordinate the collection of statistical data and other information to meet regional, state and federal reporting requirements.
- B4. Evaluate program effectiveness on a regular basis and develop and make recommendations for improvements/revisions as necessary.
- B5. Ensure that staff responds to reports in compliance with bureau policies, practices and procedures.
- B6. Resolve complaints from clientele, other constituents, medical staff, legal staff and other ongoing Child Welfare agencies.
- B7. Implement strategies and procedures to monitor and ensure compliance with state and federal laws, standards and administrative rules and policies.
- B8. Direct and coordinate community and staff work groups and committees to explore and formulate new and innovative ideas for addressing the needs of children.
- B9. Ensure the consistent application of bureau policies, procedures and practices and identify issues and propose alternative solutions.

10%

C. Maintain knowledge and assess staff training needs to ensure adequate staff training.

- C1. Participate in training to maintain professional skills and knowledge.
- C2. Identify staff training needs and ensure inclusion in performance evaluations of casework staff.
- C3. Coordinate with the Training Team for orientation and in-service training for each employee including training needs identified in A2 above.
- C4. Provide/arrange for orientation and/or in-service training for employees when new policies/procedures/requirements are implemented.

5%

D. Represent the department in meetings with community organizations, contract service providers and collaborative partners in child welfare.

- D1. Serve as representative of the Department on local and state committees or work groups.
- D2. Provide Departmental interpretations of policy and establish effective working relationships in contacts with courts, schools, legal professionals, other social service agencies and other constituents.
- D3. As directed, represent the Milwaukee Child Welfare Program in Bureau, Division and Departmental meetings.
- D4. Act as a trainer in specially requested content areas for the community.
- D5. Assign staff and serve on implementation groups or work groups as directed.

KR1**KR2****Knowledge and Skills**

1. Knowledge of child welfare services, adoption and consultation techniques and the ability to use this information to organize a coordinated delivery system.
2. Knowledge of social and psychodynamic factors concerning child welfare services, adoptive children, birth parents and adoptive families and the ability to communicate this information with staff and other persons.
3. Knowledge of child welfare, foster care and medical assistance, state and federal regulations and procedures.
4. Knowledge of effective personnel management and supervisory techniques including evaluation of staff performance.
5. Knowledge of and ability to apply effective management techniques and leadership principles
6. Ability to evaluate data, summarize and draw conclusions for program planning.
7. Ability to establish/modify workload priorities.
8. Ability to work cooperatively with staff, other social service agencies, courts, schools and the general public.
9. Knowledge of and ability to direct the delivery of culturally competent services for children and families.
10. Ability to develop strategies for community collaboration to creatively deliver child welfare services in partnership with the community.
11. Effective oral, written and interpersonal communication skills.
12. Knowledge and proficiency in the use of computers, internet searches, social media, smartphone devices and other software packages (e.g., Word, Excel, Outlook, etc.).
13. Skill in the interpretation and application of training, instructional and procedural materials.
14. Knowledge of and skill in the application of the principles and practices of applicable professional code of ethics.
15. Knowledge and application of family systems theory, child and family development, crisis intervention theory and the dynamics of child abuse and neglect with a strength based approach to working with children families.
16. Knowledge of current social and economic problems and ways in which these problems affect individuals and families.
17. Ability to analyze, interpret and apply laws, regulations and best practices pertaining to federal and state human service programs, particularly those laws relating to child welfare.
18. Knowledge of human service and health resources (locally and nationally).

Physical Requirements:

This position's responsibilities include conducting home visits, which requires the ability to navigate a variety of residences, including walking up and down stairs, navigating narrow hallways and/or spending time in a residence void of comfortable temperature.

The duties and responsibilities of this position require the ability to stoop, bend, reach, kneel, squat, and to lift and carry young children (up to 40 lbs).

This position requires the possession of or eligibility to obtain a valid Wisconsin driver's license and the ability to meet DOA Fleet standards and access to reliable personal motor vehicle transportation.

This position is required to participate in 24-hour on-call rotation and be able to work varying shifts, including nights, weekends and holidays.

